Addendum 2 for "Selection of Managed Service Provider (MSP) for Cloud Services to BMTC"

1	**RFP Clause No.**	**SECTION 5: TERMS OF REFERENCE (TOR)** **Scope of Work** **A) PROVISIONING, SETUP OF CLOUD SERVICES, TRAINING AND KNOWLEDGE TRANSFER** **a. PROVISIONING OF CLOUD SERVICES**
	RFP page No.	**53**
	Existing Clause	The MSP shall be responsible for provisioning of required software, infrastructure, bandwidth, licenses and management of services deployment, including the underlying application/system software necessary to run the applications. MSP shall coordinate with BMTC/it's SI to adequately and optimally size the necessary compute, memory, and storage required, build the minimum sufficient redundancy into the architecture (including storage) and load balancing to meet the service levels mentioned in the RFP at all times. The hosting solution must be designed for rapid elasticity and handle instance failures without downtime.
	Revised Clause	The MSP shall be responsible for provisioning of required software, infrastructure, bandwidth, licenses and management of services deployment, including the underlying application/system software necessary to run the applications. All Licenses and subscription shall be in the name of BMTC. MSP shall coordinate with BMTC/it's SI to adequately and optimally size the necessary compute, memory, and storage required, build the minimum sufficient redundancy into the architecture (including storage) and load balancing to meet the service levels mentioned in the RFP at all times. The hosting solution must be designed for rapid elasticity and handle instance failures without downtime.

Chief Systems Manager
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